

# INFORMATION DISCLOSURE STATEMENT BY APPLICANT

**Complete if Known**

Application Number	09/669,486
Filing Date	September 25, 2000
First Named Inventor	Andrew D. Flockhart
Art Unit	3688
Examiner Name	Raquel Alvarez
Attorney Docket Number	4366-20

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**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-kind Code <sup>2 (if known)</sup>	Publication Date MM-DD-YYYY	Name of Patentee of Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	1	4163124	07/31/79	Jolissaint	
	2	4567323	01/28/86	Lottes et al	
	3	4788715	11/29/88	Lee	
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34	5444774	08/06/96	Friedes	
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69	5948065	09/07/99	Eilert et al.	
70	5960073	09/28/99	Kikinis et al.	
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Attorney Docket Number	4366-20

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	105	6263359	07/17/01	Fong et al.	
	106	6272544	08/07/01	Mullen	
	107	6275806	08/14/01	Pertrushin	
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**FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document Country Code <sup>2</sup> ; Number <sup>3</sup> ; Kind Code <sup>4</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
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	157	EP 0501189	09/02/92	IBM		
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	159	EP 0772335	05/07/97	LUCENT TECHNOLOGIES INC		
	160	EP 0855826	07/29/98	LUCENT TECHNOLOGIES INC		

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170	JP 10-304073	11/13/98	LUCENT TECHNOLOGIES INC		(Translated abstract and believed to correspond to US 5982873)
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	183	"Product Features," Guide to Call Center Automation, Brock Control Systems, Inc., Activity Managers Series™, Section 5 - Company B120, p. 59, 1992.
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196	Coles, Scott, "A Guide for Ensuring Service Quality In IP Voice Networks," Avaya, Inc., 2002, pp 1-17
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199	Foster, Robin, et al., "Avaya Business Advocate and its Relationship to Multi-Site Load Balancing Applications," Avaya, Inc., March 2002, 14 pages
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